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MEDICAID MEMO

TO: All Providers Participating in the Virginia Medical Assistance Program

FROM: Patrick W. Finnerty, Director
Department of Medical Assistance Services

DATE: 1/19/2007

SUBJECT: New Web Site for the Automated Response System (ARS) and National Provider Identifier (NPI) Compliance for the ARS – Effective February 19, 2007

The Department of Medical Assistance Services (DMAS) is implementing a new Automated Response System (ARS) Web Site on 2/19/07. The ARS supports more than 13,000 Medicaid Providers currently registered for the no-cost option of obtaining claims and eligibility information online. Many new features will be found on the Web Site including improved access to business information needed by Medicaid providers as well as the User Administration Console (UAC). The UAC will allow you, the provider, to manage your own ARS access for one or more users. The UAC is an application that allows the provider to assign a Delegated Administrator for its office or facility. The UAC can then enable access to anyone in the provider's office or facility with a business need to access ARS information on the provider's behalf. There will no longer be a limitation of only one ARS user associated to an individual Provider Identification Number.

CURRENT ARS USERS

Current ARS Internet users will need to register to use the new ARS Web Site beginning February 19, 2007 if they:

- need to access claims status for bills submitted using an NPI
- need to access claims status for bills submitted by a Group Practice
- wish to have the enhanced delegated administration capability provided by the UAC

All current ARS Internet users will be required to enroll and begin using the new ARS Web Site no later than May 22, 2007 in order to meet the NPI Compliance date. With this in mind, current users may continue to use their existing access to the ARS Application Menu or transition to the new ARS Web Site beginning February 19, 2007.

To continue using your current ARS access for real-time inquiry options such as recipient eligibility verification, two years of claim status, check status, and prior authorization status, you must perform the following steps:

- Navigate to the <https://virginia.fhsc.com> web page on your Internet browser.
- Select the “ARS” tab on the First Health Services Corporation (FHSC) Virginia Medicaid Home Page.
- Select “Secure Logon” from the menu.
- Select the “ARS users not registered through new UAC (prior to 02/12/2007)” radio button.
- Click “Submit”. This selection will allow you to use your current logon ID and password to open the ARS Menu.

Any current ARS Internet user wishing to register for the enhanced capabilities provided by the UAC can go to <https://virginia.fhsc.com>, select the ARS tab and choose “User Administration”. Follow the on-screen instructions for help with the registration process. We strongly encourage you to request access now and begin establishing your new access well in advance of the Federal mandate. Depending on when you begin using the NPI on your claim submissions, you will need to coordinate your access to the UAC and the new ARS Web Site simultaneously to insure access to claims status information.

NEW ARS USERS

All new ARS users must register using the new UAC in order to obtain access to real-time inquiry options such as recipient eligibility verification, two years of claim status, check status, and prior authorization status.

REGISTRATION

Beginning on February 19, 2007, you may register for access to the new UAC. By navigating to <https://virginia.fhsc.com> and selecting the ARS tab and then selecting the “User Administration” option, the registrant will be guided through a 3-step process to request, register, and activate a new account. The process can be started by answering the initial ‘Who are you?’ question by selecting ‘I do **not** have a User ID and need to be a Delegated Administrator’. The registration process is designed to include the provider in the decision-making process.

Step One – Request PIN: The provider designates a requestor with the authority to access secure information on its behalf. The requestor will register online for each provider requiring access to the ARS. In response to the online PIN request, FHSC will send a PIN letter via the U.S. Postal Service to each provider for which ARS access is requested in order for the provider to verify authenticity.

Step Two – Registering with a PIN: It is the responsibility of the provider to determine who will complete the registration process and who will be allowed access to the provider’s information. The PIN letter will provide instructions for completing the registration process. Once the registration process is complete, FHSC sends an activation email to the requestor.

Step Three – Activating your user login ID and password: By selecting the activation link in the e-mail, the registration process is completed and the provider or authorized users can begin using the ARS.

Once you activate your user login ID and password as a delegated administrator, you will need to access the UAC in order to assign your access privileges to the ARS. The UAC will also allow you to set up additional local administrators, as well as assign roles and providers to administrators. Please use the on-screen help and the users guide to assist you with setting up your access to the new ARS.

ARS SUPPORT

You may contact the First Health Services Web Support Call Center at 1-800-241-8726 if you have any questions or problems regarding the new ARS Web Site.

ARS NATIONAL PROVIDER IDENTIFIER (NPI) COMPLIANCE

The User Administration Console system will be subject to NPI compliance. Current users that do not migrate to the new Web-based ARS logon will not be able to access the ARS after May 22, 2007.

NPI TRAINING AND EDUCATION

DMAS is conducting Web-Based Q&A sessions on topics associated with NPI such as group enrollment, billing, taxonomy and subparts, new claim forms and many other NPI related topics. Visit the DMAS Learning Network at http://www.dmas.virginia.gov/LN-upcoming_events.htm for additional details on the new “WebEx” Web-Based training as well as other DMAS training opportunities.